

Continuity of Operations Plan



This document contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2.

Revised June 2026

SECURITY AND PRIVACY STATEMENT

PRIVACY STATEMENT

Public disclosure of this document would have a reasonable likelihood of threatening public safety by exposing vulnerabilities. It contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2. Accordingly, Patrick & Henry Community College is withholding this plan from full public disclosure. Refer any request for a copy of this document to the Virginia Community College System's legal counsel or the Virginia Attorney General's office.

INTRODUCTION

Patrick & Henry Community College has become increasingly aware of how all types of events, man-made, natural and technological, can disrupt operations and jeopardize the safety of faculty, staff and students. Emergency planning, including Continuity Planning, has become a necessary and required process for the college. The college has operations that must continue to be performed and/or rapidly and efficiently resumed in an emergency.

The all-hazards approach to Continuity and Emergency Operations planning ensures that regardless of the event, essential functions and services will continue to operate and be provided in some capacity. This approach includes preparing for natural, man-made or technological emergencies.

Patrick & Henry Community College is committed to the safety and protection of its faculty, staff and students. Continuity Planning is a good business practice and is part of the fundamental mission of this organization as a responsible and reliable public school. This plan provides the college a framework that is designed to minimize potential impact during an event that can or does interfere with the essential functions of the school.

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PROMULGATION STATEMENT

Patrick & Henry Community College's mission is to be a comprehensive community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community engagement, and lifelong learning. To accomplish this mission, Patrick & Henry Community College must ensure its operations are performed with minimal disruption during all-hazards emergencies or other situations that disrupt normal operations. This document provides planning and program guidance for implementing the Patrick & Henry Community College Continuity Plan and Continuity Program to ensure the agency is capable of conducting its mission essential functions (MEFs) under all threats and conditions. The agency is committed to the safety and protection of its students, personnel, contractors, operations, and facilities. This Continuity Plan is a recovery plan that works as a companion plan with the Patrick & Henry Community College's Emergency Operation Plan, Information Technology Planning – Information Technology Disaster Recovery Plan and provides a framework to minimize potential impact and allow for rapid recovery from an incident that disrupts operations. This plan encompasses the magnitude of operations and services performed by the agency and are tailored to the agency's unique operations and MEFs. This plan was developed and is compliant with the VDEM Continuity Plan Template as required in Executive Order #41

This plan identifies key personnel that perform or manage the performance of MEFs. Upon plan activation, key personnel will be notified and assume responsibility for implementing the plan in accordance with the guidance provided by the President or his/her designee. Key personnel should be prepared to implement the Continuity Plan and perform MEFs within the established recovery time objectives for a period of up to 30 days or until normal operations can be resumed.

This Continuity Plan was prepared by Patrick & Henry Community College to develop, implement and maintain a viable continuity capability. This plan complies with applicable internal agency policy, state regulations and supports recommendations provided in FEMA's Continuity Guidance Circular 1 (CGC 1) and Continuity Guidance Circular 2 (CGC 2). This Continuity Plan has been distributed internally to appropriate personnel within Patrick & Henry Community College and with external organizations that might be affected by its implementation.

I hereby appoint the Vice President for Financial & Administrative Services to serve as the Continuity Coordinator for the agency. This position shall assume the identified responsibilities outlined in the Continuity Plan and possess the authority necessary to carry out the duties delineated in this plan. When this plan is activated, a Reconstitution Manager will be appointed who shall have all of the authorities and responsibilities described herein. This promulgation

shall also serve as official approval of the Orders of Succession and Delegations of Authority outlined herein.

J. Gregory Hodges PhD

President, Patrick & Henry Community College

April 1, 2026

RECORD OF CHANGES

Submit recommended changes to this document to Patrick & Henry Community College, Emergency Planning Coordinator Gary Dove at gdove@patrickhenry.edu.

Table 1: Record of Changes

Change Number	Section and/or Page Number	Description of Change	Date of Change	Posted By
1		Updated for distribution	4/1/2011	Gary Dove, Emergency Planning Coordinator
2		Updated for distributed	4/1/2012	Gary Dove, Emergency Planning Coordinator
3		Change name of President from Dr. Max Wingett to Dr. Angeline Godwin in all areas where the president's name appears	11/1/2012	Gary Dove, Emergency Planning Coordinator
4		Updated for distributed	4/1/2013	Gary Dove, Emergency Planning Coordinator
5		Updated for distributed	4/1/2014	Gary Dove, Chief of Police/Emergency Planning Coordinator

Change Number	Section and/or Page Number	Description of Change	Date of Change	Posted By
6		Updated for distribution		Gary Dove, Chief of Police/Emergency Planning Coordinator
7		Updated for distribution	4/1/2016	Gary Dove, Chief of Police/Emergency Planning Coordinator
8		Updated for distribution	4/1/2017	Gary Dove, Chief of Police/Emergency Planning Coordinator
9		Updated for distribution	4/1/2018	Gary Dove, Chief of Police/Emergency Planning Coordinator
10		Updated for distribution	4/1/2019	Gary Dove, Chief of Police/Emergency Planning Coordinator
11		Updated for distribution	4/1/2020	Gary Dove, Chief of Police/Emergency Planning Coordinator
12		Updated for Distribution	4/1/2021	Gary Dove, Chief of Police/Emergency Planning Coordinator
13		Updated for Distribution, Name change and update personal changes	4/1/2022	Gary Dove, Chief of Police/Emergency Planning Coordinator

Change Number	Section and/or Page Number	Description of Change	Date of Change	Posted By
14		Updated for Distribution, Update personal changes	4/1/2023	Gary Dove, Chief of Police/Emergency Planning Coordinator
15		Updated for Distribution, Update personal changes	4/1/2024	Gary Dove, Chief of Police/Emergency Planning Coordinator
16		Updated for Distribution	4/1/2024	Gary Dove, Chief of Police/Emergency Planning Coordinator
17		Updated for Distribution	4/1/2026	Gary Dove, Chief of Police/Emergency Planning Coordinator

PUBLICATION AND DISSEMINATION

The agency Continuity Plan will be distributed to executive leadership and key personnel within the agency and to others as deemed appropriate. Requests for additional copies of this plan or notification of updates should be directed to the Continuity Coordinator.

Table 2: Continuity Plan Distribution List

Name	Title	Agency or Organization	Date Issued	Date Returned	Number of Copies
Greg Hodges	President	P&HCC	4/1/2026	N/A	1
Chris Wikstrom	Vice President Academic & Student Services Development	P&HCC	4/1/2026	N/A	1
Jack Hanbury	Vice President Financial & Admin. Services	P&HCC	4/1/2026	N/A	1

Name	Title	Agency or Organization	Date Issued	Date Returned	Number of Copies
Tiffani Underwood	Institutional Advancement	P&HCC	4/1/2026	N/A	1
Collin Ferguson	Vice President Workforce, Economic & Community Development	P&HCC	4/1/2026	N/A	1
Brian Henderson	Athletic Director; Assistant Vice President for Student Engagement and Inclusion	P&HCC	4/1/2026	N/A	1
Monica Hatchett	Public Relations	P&HCC	4/1/2026	N/A	1
Meghan Eggleston	Dean of Academic Success and College Transfer	P&HCC	4/1/2026	N/A	1
Eric Arrington	Director of Information Technology	P&HCC	4/1/2026	N/A	1
Sharon Claggett	Business Office Manager	P&HCC	4/1/2026	N/A	1
Lori Conner	Purchasing Manager	P&HCC	4/1/2026	N/A	1
Jennifer Bowles	Human Resources Manager	P&HCC	4/1/2026	N/A	1
Roberta Wright	Facilities Director	P&HCC	4/1/2026	N/A	1
Gary Dove	Police Chief/Emergency Planning		4/1/2026	N/A	1
Wayne Davis	Sheriff	HCSO	4/1/2026	N/A	1
Rob Fincher	Chief of Police	MPD	4/1/2026	N/A	1
Dan Howell	Fire Chief/E.P.C	MFD	4/1/2026	N/A	1
VSP Area Office	1 st Sergeant	VSP	4/1/2026	N/A	1
Matt Tatum	Director	HCPS	4/1/2026	N/A	1

BASIC PLAN

Patrick & Henry Community College has grown increasingly aware of how all types of events can disrupt operations and jeopardize the ability to perform agency mission essential functions (MEFs), the limited set of department and agency level government functions that must be continued throughout or resumed rapidly after a disruption of normal activities. As such, the agency has adopted an all-hazards approach to continuity planning to ensure that regardless of the event, MEFs will continue to operate and/or be provided in some capacity. This approach includes preparing for natural, man-made, or technological hazards.

PURPOSE

The purpose of this Continuity Plan is to provide the framework for Patrick & Henry Community College to continue or rapidly restore MEFs in the event of an emergency that affects operations. This document establishes the Patrick & Henry Community College's Continuity Program procedures for addressing three types of extended disruptions that could occur individually or in any combination:

- Loss of access to a facility or portion of a facility (as in a building fire);
- Loss of services due to equipment or systems failure (as in telephone, electrical power, or information technology system failures); and
- Loss of services due to a reduced workforce (as in pandemic influenza, incidents in which employees are victims or incidents that prohibit employees from reporting to the workplace).

This plan details procedures for implementing actions to continue the following MEFs:

- P&HCC is a comprehensive community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community engagement, and lifelong learning.

This Continuity Plan is not an emergency response plan. It is a recovery plan that works as a companion plan with the Patrick & Henry Community College's Emergency Operation Plan. The Continuity Plan provides a framework designed to minimize potential impact to operations and allow for rapid recovery from an event which may or may not cause the activation of emergency response or incident action plans.

SCOPE AND APPLICABILITY

This plan applies to the operations and resources necessary to ensure the continuation of the Patrick & Henry Community College's MEFs. This plan applies to agency personnel (including faculty) in all departments and all locations where MEFs and their supporting functions are conducted.

The COOP plan is applicable to all departments of the college which are comprised of:

- Academic and Student Development Services
- Institutional Advancement
- Financial and Administrative Services
- Information Technology

This Continuity Plan supports the performance of MEFs from alternate locations, with a reduction in workforce, or during a loss of services resulting from equipment or systems failure. The Continuity Plan does not apply to temporary disruptions of service, including minor IT system or power outages or any other scenarios where MEFs can be readily restored in the primary facility. This plan provides for the resumption of MEFs, continuity of management, and decision-making authority if senior leadership is unavailable. This Continuity Plan can be activated during duty and non-duty hours, both with and without warning.

SITUATION OVERVIEW

The following situations impact Patrick & Henry Community College's continuity planning efforts:

- Patrick & Henry Community College is located in Martinsville, VA/Henry County – Located in the foothills of the Blue Ridge Mountains, in the southern Piedmont region of Virginia, bordered by the counties of Patrick, Franklin, Pittsylvania, and North Carolina line. Henry County consists of 382 square miles and is composed of 12 USGS topographic maps. There are two incorporated municipalities within its boundaries, the independent city of Martinsville and the town of Ridgeway. The Smith River flows through the county and Philpott Reservoir and Fairystone State Park comprise the upper northwest corner of the county.
- The main campus is situated on 137 acres, 30 acres fertilized, and located approximately 3 miles north of the City of Martinsville. The Martinsville reservoir borders its east side. P&HCC is situated on the fringe of rural Martinsville.
- Due to the location of the main campus P&HCC is vulnerable to the campus becoming isolated due to the fact that there is only one street (Patriot Avenue) that serves the

campus. In the event of a natural or manmade disaster resulting in the closure of Patriot Avenue, an Emergency entrance/exit has been established between the main parking lot to the adjoining industrial park allowing for emergency evacuation of the main campus.

- The average enrollment for P&HCC per semester is 2400. P&HCC has over 43 full-time faculty and over 107 staff and full-time employees plus 70 wage and work study employees. At this time P&HCC does not provide on-campus housing for any students. During the summer semester, these numbers typical decrease approximately 60% for students, 40% for faculty, and 0% for staff. At any given time P&HCC could have as many as 20 visitors and/or vendors on campus that could be affected by an emergency. On the days that P&HCC conducts emergency drills (i.e. tornado drills, fire drills, lock down drills, etc.) the visitors on campus are included in those drills to make them aware of the campus's emergency procedures.
- The college has several off-campus sites consisting of workforce development centers in Stuart, and Martinsville, the Dalton Idea Center in Martinsville, Manufacturing and Engineering Technologies Complex in Henry County. Patrick & Henry Community College hosts Piedmont Governor's School for Mathematics, Science & Technology and Old Dominion University's TeleTechNet.

PLANNING ASSUMPTIONS

This plan has been developed based on the following assumptions:

- The Patrick & Henry Community College has considered its mission, statutory requirements, and emergency support function roles outlined in the Commonwealth of Virginia Emergency Operations Plan (COVEOP), and has identified MEFs and appropriate recovery time objectives (RTOs) to support these functions.
- Agency MEFs are susceptible to a full range of hazards natural and human as identified in the Commonwealth of Virginia Hazard Mitigation Plan.
- The Patrick & Henry Community College acknowledges that its MEFs may be disrupted by: the loss of access to a facility (or portion of a facility), the loss of services due to equipment or system failure, the loss of services due to a reduction in the workforce, or any combination thereof.
- A disruption of MEFs may occur during or after normal operating hours.
- The agency has identified key personnel and alternates required for the implementation of this plan.
- Agency leadership will exercise their authority to implement the Continuity Plan in a timely manner when confronted with events that disrupt the agency's MEFs.

- Agency leadership and key personnel may be required to relocate to an alternate facility during a continuity event.
- Equipment and software systems may become unavailable. Key personnel and alternates responsible for performing MEFs have been trained on manual workaround procedures.
- Leadership has been cross trained so that more than one executive or manager can perform their continuity responsibilities if called upon to do so;
- The agency will implement teleworking as an alternate work arrangement, if appropriate.
- In the event of an emergency, the agency may need to rely on services of other agencies and/or organizations for recovery.
- When properly implemented, this Continuity Plan will reduce or prevent disaster-related losses and allow for timely recovery operations.

OBJECTIVES

The objectives of the Patrick & Henry Community College Continuity Plan are outlined below.

- Ensure that Patrick & Henry Community College can perform its MEFs under all conditions.
- Ensure that Patrick & Henry Community College can perform its MEFs within established recovery time objectives for a period of up to 30 days or until normal operations can be resumed.
- Provide for the safety and well-being of Patrick & Henry Community College's personnel, contractors, students, and visitors while enabling the agency's continued operations during any event or disruption to operations.
- Reduce or mitigate disruptions to operations.
- Minimize damage and loss to property, records, systems, and equipment.
- Achieve Patrick & Henry Community College's timely and orderly recovery and reconstitution from an emergency.
- Ensure and validate continuity readiness through a dynamic and integrated continuity test, training, and exercise program.

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES

Table 3: Continuity Implementation Responsibilities

Position	Responsibility
Agency Director, President: J. Gregory Hodges	• Provide strategic leadership and overarching policy direction for the Continuity Program. • Implement the Continuity Plan when necessary. • Consult with and advise appropriate officials during implementation of the Continuity Plan. • Oversee and coordinate activities between the Continuity Coordinator and Reconstitution Manager.
Continuity Coordinator, Vice President of Financial and Administrative Services: Jack Hanbury	• Coordinate the implementation of the Continuity Plan and initiate appropriate notifications to internal and external contacts. • Work closely with the Reconstitution Manager to ensure a smooth transition from continuity operations to reconstitution operations.
Key Personnel	• Be prepared to deploy and support the performance of agency MEFs in the event of a Continuity Plan implementation. • Ensure that family members are prepared for and taken care of in an emergency situation.
Reconstitution Manager, Facilities Director: Roberta Wright	• Coordinate and oversee the reconstitution process. • Ensure that the primary facility can support the performance of MEFs. • Develop a time-phased plan to ensure that functions are restored in a manner which minimizes downtime. • Work closely with the Continuity Coordinator to ensure a smooth transition from continuity operations to reconstitution operations.

Position	Responsibility
Agency Employees and Faculty	• Monitor agency communications for guidance or instructions during the event. • Know and understand their roles in a continuity environment. • Ensure that family members are prepared for and taken care of in an emergency situation.
External Organizations (such as Contractor and/or Vendor Support Staff)	• Monitor agency communications for guidance or instructions during the event. • Know and understand their roles in a continuity environment.

ORDERS OF SUCCESSION

Pre-identifying orders of succession is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill his/her essential duties, successors have been identified to ensure there is no lapse in executive leadership. Authority shall return to the agency leader when the agency leader is capable of resuming essential duties or a permanent replacement has been chosen in accordance with agency policy. Patrick & Henry Community College's orders of succession and method of notification to personnel are:

Table 4: Orders of Succession

Key Position	Notification Method	Successor 1	Successor 2	Successor 3
President: J. Gregory Hodges	Cell Phone: 276-340-5040 Email: ghodges@patrickhenry.edu	Vice President of Academic and Student Success Services: Chris Wikstrom, Phone: 540-392-7547	Vice President for Financial & Administrative Services: Jack Hanbury, Phone: 276-224-2561	Vice President, Workforce, Economic, and Community Development: Rhonda Hodges, Phone: 276-734-5346
Vice President of Academic and Student	Cell Phone: 540-392-7547	Dean of Academic Success and	Coordinator of	Dean Professional

Key Position	Notification Method	Successor 1	Successor 2	Successor 3
Success Services: Chris Wikstrom	Email: cwikstrom@patrickhenry.edu	College Transfer: Meghan Eggleston, Phone: 276-656-0309, Cell Phone: 276-734-9248	Admission & Records/Registrar: Jessica Carter, Interim, Phone: 276-656-0312	Technologies , Health Sciences, Accelerated Learning & Off-Campus Sites: Colin Ferguson, Phone: 276-732-4778
Senior Network Administrator: Eric Arrington	Cell Phone: 276-734-4139 Email: eric@patrickhenry.edu	IT Specialist: Jason Mabry, Phone: 276-656-0270, Cell Phone: 276-734-2747	IT Network/Desktop Technician Mark Setliff, Phone: 276-656-0271	Coordinator of Library Services
Facilities Director: Roberta Wright	Cell Phone: 276-732-2932 Email: rwright@patrickhenry.edu	Vice President for Financial & Administrative Services	Building & Grounds Supervisor	Police Chief
Business Office Manager: Sharon Claggett	Cell Phone: 276-732-7797 Email: sclaggett@patrickhenry.edu	Local Funds Accountant	Accounts Receivable Clerk	Accounts Payable Clerk
Purchasing Manager: Lori Conner	Cell Phone: 276-224-0689 Email: lconner@patrickhenry.edu	Vice President for Financial & Administrative Services	Business Office Manager	Buyer Clerk
Director of Human Resources: Jennifer Bowles	Cell Phone: 276-224-7738 Email: jbowles@patrickhenry.edu	Human Resources and Payroll Specialist: Steve Aaron		

Key Position	Notification Method	Successor 1	Successor 2	Successor 3
Coordinator of Admissions and Records: Travis Tisdale	Cell Phone: 276-734-9319 Email: ttisdale@patrickhenry.edu	Registrar	Financial Aid Specialist	Program Support Technician

DELEGATIONS OF AUTHORITY

Generally, pre-determined delegations of authority will take effect when normal operations are disrupted and terminate when these have resumed. Patrick & Henry Community College has identified the following delegations of authority:

Table 5: Delegations of Authority

Authority (Function)	Position Holding Authority	Delegation to Position	Triggering Conditions	Limitations
COOP Implementation	President: Dr. Greg Hodges	Vice President for Academic & Student Dev. Services: Chris Wikstrom	Incumbent unavailable to maintain duties	During COOP activation
COOP/Reconstitution Coordinator	Vice President for Financial & Admin. Services: Jack Hanbury	Vice President for Work Force Development: Dr. Rhonda Hodges	Incumbent unavailable to maintain duties	During COOP activation
Facilities Management	Facilities Director: Roberta Wright	Vice President for Financial & Admin. Services: Jack Hanbury	Incumbent unavailable to maintain duties	During COOP activation
Telecommunications & Information Technology	IT Director: Eric Arrington	IT Specialist: Jason Mabry	Incumbent unavailable to maintain duties	During COOP activation
Purchasing	Purchasing Manager: Lori Conner	Vice President for Financial & Admin. Services: Jack Hanbury	Incumbent unavailable to maintain duties	During COOP activation
Business Office Operations	Business Office Manager: Sharon Claggett	Local Funds Accountant: Jennifer Surber	Incumbent unavailable to maintain duties	During COOP activation

Authority (Function)	Position Holding Authority	Delegation to Position	Triggering Conditions	Limitations
Human Resource Functions	Human Resource Manager, Director of Human Resources: Jennifer Bowles	Human Resource/Payroll: Steve Aaron	Incumbent unavailable to maintain duties	During COOP activation
Academic Functions including SACS Accreditation	Vice President for Academic & Student Dev. Services: Chris Wikstrom	Director of Instructional Support Services: Patsy Anderson-Rusmisl	Incumbent unavailable to maintain duties	During COOP activation
Student Records	Coordinator of Admission & Records/Register	Registrar: Travis Tisdale	Incumbent unavailable to maintain duties	During COOP activation
Hiring Signatory Approval Authority	President: Dr. Greg Hodges	2 nd Tier Vice President for Financial & Admin. Services: Jack Hanbury, Tier Human Resources Director: Jennifer Bowles	Incumbent unavailable to maintain duties	During COOP activation
Procurement Signatory Approval Authority	Purchasing Manager: Lori Conner	Vice President for Financial & Admin. Services: Jack Hanbury	Incumbent unavailable to maintain duties	During COOP activation

CONCEPT OF OPERATIONS

A continuity plan must be maintained at a high level of preparedness and be ready to be implemented without prior warning. As such, the Patrick & Henry Community College has developed a concept of operations which describes the implementation of the Continuity Plan.

This plan can be fully implemented within established recovery time objectives and capable of sustaining operations for up to 30 days or until normal operations can be resumed.

Phase 1: Preparedness

Patrick & Henry Community College participates in the full spectrum of readiness and preparedness activities to ensure the agency can continue to perform MEFs in an all-hazard risk environment. This is accomplished through various means, including the use of professional go-kits by key personnel, regular training and exercises of the Continuity Plan (outlined in the Training and Exercise Section of this document), the development of human capital management policies that support agency staff, and monitoring of government intelligence reports or notices by executive leadership.

Professional Go-kits

Patrick & Henry Community College's key personnel and executive leadership have the responsibility to create and maintain go-kits. Go-kits should include standard operating procedures, emergency plans, operating orders or regulations, and other relevant guidance. Other documents and materials that might be included in a go-kit include:

- Continuity Plan
- Current contact list of key personnel, external partners, and vendors
- General office supplies
- Backup communication devices if available
- Manual work-around procedures for performing MEFs
- Compact discs or thumb drives
- Critical equipment inventory
- Directions to the alternate facility and a current floor plan
- Alternate facility contact information and/or keys or access cards

Human Capital Management

Patrick & Henry Community College's key personnel cross-trained back-up personnel capable of performing MEFs. Frequency of cross-training is at the discretion of the Division or Section Manager but should occur as often as necessary to ensure proficiency of MEF performance. All cross-training should be documented.

Teleworking is recognized as an alternative method to perform some agency MEFs during a continuity event. Therefore, key personnel may be authorized to telework during activation of the Continuity Plan at the discretion of the department or division manager. Regulations outlined in the agency telework policy shall be adhered to at all times.

During activation of the Continuity Plan, Patrick & Henry Community College will attempt to contact and account for all agency staff. Additionally, the agency will provide human capital

management guidance to employees (pay, leave, staffing, work expectations and other human resources policies) and assist the Continuity Coordinator with other staffing related matters.

Agency personnel should develop a family support plan to increase personal and family preparedness. To develop a family support plan, use the templates available with the [Individual and Family Support Program \(IFSP\)](https://dbhds.virginia.gov/developmental-services/ifsp/) (<https://dbhds.virginia.gov/developmental-services/ifsp/>)

Phase 2: Activation and Notification

Executive leadership will stay informed of the threat environment using all available means, including government intelligence reports or notices, national/local reporting channels, and media outlets. Activation decisions by executive leadership will be made after evaluating all available information relating to:

- Direction and guidance from higher authorities
- National Terrorism Advisory System (NTAS) alerts, instructions, and guidance or similar communication from state or local authorities, including local emergency management agencies.
- National Weather Service Alerts
- The health and safety of personnel
- The ability to execute MEFs
- Intelligence reports
- The potential or actual effects on communication systems, information systems, office facilities, and other essential equipment
- The expected duration of the emergency situation

Table 6: Activation Decision Matrix

Level of Emergency	Category	Potential Event	Impact on the Ability to Perform MEFs	Decisions
1	Alert	An event with notice, such as a severe weather forecast to impact area; scheduled software upgrades to essential systems or essential equipment maintenance/upgrades.	An actual or anticipated event that might have an adverse impact on any portion of the agency, staff, or equipment/systems for a period of time that exceeds recovery time	No Continuity Plan implementation required.

Level of Emergency	Category	Potential Event	Impact on the Ability to Perform MEFs	Decisions
			objectives, but does not require any specific response beyond what is normally available.	
2	Stand-by	Storm approaching where agency facilities are located; system or equipment failure expected to last less than 24 hours; possible public health emergency reported with minimal impact to staff.	An actual or anticipated event estimated to have minimal impact on operations that might require minimal assistance beyond what is normally available.	Limited Continuity Plan implementation depending on individual department requirements.
3	Partial Implementation	Small fire localized to one wing or floor of the building; system or equipment failure expected to last more than one day; public health emergency declared with moderate impact to staff.	An actual event estimated to disrupt the operations of MEFs for more than the Established recovery time objectives or 24 hours.	Partial Implementation of the Continuity Plan.
4	Full Implementation	Gas line explosion has caused extensive structural damage to the facility; system or equipment failure expected to last for an extended period of time; public health emergency declared with significant staff impact.	An actual event that significantly disrupts the operations of multiple MEFs for a period of time exceeding the MEF recovery time objectives.	Full implementation of the Continuity Plan approved by the executive leadership.

Table 7: Activation Notification Matrix

Level of Emergency	Category	Leadership Notifications	Continuity Coordinator Notifications
1	Alert	Impacted department alerts Leadership (President and Vice Presidents) of the situation and requests assistance as applicable. Leadership notifies: • Department heads of the status and COOP/Reconstitution Coordinator.	The Continuity Coordinator notifies: • Key personnel of the alert and that they are to ensure go-kits, emergency contact information, and manual workaround procedures are up to date, and/or ensure the availability and functionality of telework resources.
2	Stand-by	Impacted department alerts Leadership (President and Vice Presidents) of situation and requests assistance as applicable. Leadership notifies: • Department heads of the status and COOP/Reconstitution Coordinator	The Continuity Coordinator notifies: • Key personnel that they are being placed on stand-by and that they are to ensure go-kits, emergency contact information, and manual workaround procedures are up to date, and/or ensure the availability and functionality of

Level of Emergency	Category	Leadership Notifications	Continuity Coordinator Notifications
			telework resources.
3	Partial Implementation	Impacted department alerts Leadership (President and Vice Presidents) of situation and requests assistance as applicable. Leadership notifies: • Department heads of the status and COOP/Reconstitution Coordinator	The Continuity Coordinator notifies: • Key personnel and provide partial implementation instructions.
4	Full Implementation	Impacted department alerts Leadership (President and Vice Presidents) of situation and requests assistance as applicable. Leadership notifies: • Department heads of the status and COOP/Reconstitution Coordinator	The Continuity Coordinator notifies: • Key personnel and provide instructions. • Human Resources (to provide guidance to agency personnel). • Public Affairs • Facility Management • Police Chief • Others as appropriate

In addition to the notifications outlined in the matrices, the following notifications may need to be made by the Continuity Coordinator or designee(s) within 12 hours of activation:

- Notifying all current active vendors, contractors, and suppliers of the plan activation and providing direction on activities that will need to be initiated, altered, or suspended as a result.
- As appropriate and necessary, notifying the primary point of contact for surrounding organizations, jurisdictions, and interdependent agencies of the plan activation and any

potential consequences or planned alternate actions that might be required until normal operations can be restored.

- Once the situation has been fully assessed, notifying agency personnel, contractors, suppliers, vendors, and interdependent agencies of the expected duration of the event.

Phase 3: Continuity Operations

Upon activation of the Continuity Plan during regular duty hours, key personnel will continue to perform MEFs if possible until ordered to cease operations by the President or his/her designee. At that time, MEFs will transfer to the alternate facility(ies) and/or be performed in the manner prescribed by the COOP/Reconstitution Coordinator. (See Appendix D – Business Process Analysis).

If, during non-duty hours, the decision to transfer MEFs to the alternate facility(ies) is made, previously designated key personnel may be required to arrive at the alternate facility(ies) first to prepare the site. Upon arrival at the alternate facility(ies), these key personnel will:

- Ensure infrastructure systems, such as power and HVAC are functional
- Implement pre-designated security protocols if required
- Prepare check-in duty stations for key personnel and executive leadership arrival
- Field telephone inquiries from agency staff

If the decision to perform MEFs via telework or using a reduced workforce scenario is made, key personnel will:

- Heed all applicable instructions
- Retrieve pre-positioned information and activate applicable systems or equipment
- Begin performing agency MEFs
- Keep the COOP/Reconstitution Coordinator or designee informed of MEF capability

During continuity operations, Patrick & Henry Community College may need to acquire additional personnel, equipment, and supplies on an emergency basis to sustain operations for up to 30 days or until normal operations can be resumed. Patrick & Henry Community College maintains the authority for emergency acquisition. Instructions for these actions are found in the Patrick & Henry Community College Emergency Operation Plan (page 59).

Phase 4: Reconstitution

The Reconstitution Manager is responsible for initiating and coordinating operations to salvage, restore, and recover the Patrick & Henry Community College's primary operating facility, overseeing the repair or restoration of systems or equipment, and/or supervising the return to work of personnel. It should be noted that in certain circumstances, reconstitution to the

primary operating facility may require approval from local, State, or Federal law enforcement or emergency service agencies.

During continuity operations, the Reconstitution Manager must obtain the status of the facilities, systems, and/or workforce affected by the event. Upon obtaining the status of the facility, systems, or workforce, the Reconstitution Manager will determine how much time is needed to repair the affected facility or systems, acquire a new facility or systems, or achieve workforce recovery. These determinations may be made in conjunction with Virginia Community College System Facilities Department, Bureau of Capital Outlay Management, and Virginia Agency Property System.

Reconstitution procedures will commence when the President or other authorized person ascertains that the emergency situation or disruption has ended and is unlikely to reoccur. Once the appropriate authority has made this determination, in coordination with other applicable authorities, one or more of the following options may be implemented, depending on the situation:

- If the disruption was caused by a facility related event, the Reconstitution Manager may conduct security and safety assessments to determine building suitability.
- Leadership notifies agency personnel that the threat of, or actual emergency, no longer exists and provides instructions for resumption of normal operations. Announcement is disseminated via established notification procedures.
- Each business unit or subcomponent will designate a reconstitution point-of-contact to work with the Reconstitution Manager and to update personnel on developments regarding reconstitution.
- Key personnel continue to perform MEFs until notification of reconstitution implementation.
- The Reconstitution Manager and/or the Continuity Coordinator communicates the reconstitution schedule to personnel, contractors, agency partners and other key contacts (local jurisdictions, vendors, etc.), as applicable.
- The Reconstitution Manager coordinates with the Information Technology Manager, or other appropriate staff and/or contractors to verify that systems, communication, and other required capabilities are available and operational and that the agency is fully capable of accomplishing all MEFs and operations at the new or restored facility, with the new or restored systems, or with a new or restored workforce.
- The action plan for reconstitution is implemented. The Reconstitution Manager or designee will supervise the return of personnel, equipment, and documents to normal operations whether at the primary or a permanent alternate facility location. The phase-down and return of personnel, functions, and equipment will follow the priority-based

plan and schedule outlined by the Reconstitution Manager. Transition and/or recovery of essential records, databases, or equipment, as well as other records not designated as essential will occur in a manner consistent with agency disaster recovery plans (including the Information Technology Disaster Recovery Plan).

- The Continuity Coordinator conducts a “hot wash” or review of its continuity operations and the effectiveness of its plans and procedures with executive leadership and key personnel. This information is used to complete an After Action Report (AAR) within 3 months of the event as required by Executive Order #41 (2011). Information gathered during the AAR process should be used to develop an Improvement Plan (IP) to correct identified deficiencies.

MISSION ESSENTIAL FUNCTIONS (MEFS)

The Patrick & Henry Community College has identified mission essential functions (MEFs) and the Recovery Time Objective (RTO) required for each function.

The MEFs listed in the table below are prioritized by RTO to assist the agency and staff in knowing which functions must be recovered first. More information on the business processes identified for each MEF can be found in Appendix D – Business Process Analysis.

Mission Essential Functions (MEFs)

Mission Essential Function	Description	RTO
P&HCC is a comprehensive community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community engagement, and lifelong learning.	Protect the lives and property of the students, staff and faculty of Patrick & Henry Community College from emergencies and disasters by coordinating and/or administrating emergency response and preparedness efforts. Ensure the educational process continues as soon and as safely as possible.	2 days
Protect the life and safety of students, employees, faculty, staff, and visitors while on campus.	Provide a safe and secure environment on campus by maintaining on site law enforcement and security services.	Less than 2 hours

Mission Essential Function	Description	RTO
Coordinate and support continuity of government.	Provide continuity guidance and support to Commonwealth executive branch agencies and institutions of higher education.	Less than 2 hours

PROGRAM MANAGEMENT AND MAINTENANCE

P&HCC leadership and the Continuity Coordinator are responsible for managing and maintaining the Continuity Plan. While the Continuity Plan serves as the guide during activation and recovery, the Continuity Program provides the framework and structure to guide continuity planning.

Table 9: Program Management and Maintenance Responsibilities

Position	Responsibility
President/or designee	• Designate and authorize a Continuity Coordinator to manage the agency Continuity Program. • Designate a Reconstitution Manager to oversee and coordinate reconstitution efforts. • Coordinate the efforts and activities of the Continuity Coordinator and Reconstitution Manager. • Ensure that orders of succession and delegations of authority are kept up to date • Promulgate the Continuity Plan • Ensure all appropriate agency components participate in continuity exercises
Continuity Coordinator	• Coordinate the development and documentation of all activities required for the agency to perform its MEFs during an event or other situation that disrupts normal operations. • Create a planning schedule and milestones for developing or updating

Position	Responsibility
	continuity capabilities and obtaining plan approval. • Ensure that the agency Continuity Plan conforms to the most recent Virginia Department of Emergency Management template as required under Executive Order #41 (2011). • Coordinate and/or administer continuity awareness training for all agency employees and applicable contractors responsible for supporting activation of the Continuity Plan. • Maintain and update the Continuity Plan as outlined in Table 9 – Continuity Plan Maintenance Schedule. • Coordinate an annual continuity exercise and complete an After Action Report (AAR). • Develop an Improvement Plan (IP) to correct deficiencies noted in the AAR and modify the Continuity Plan, if appropriate.
Reconstitution Manager	• Initiate, coordinate, and oversee operations to salvage, restore, and recover the agency's primary operating facility, systems or equipment, and/or workforce, or locate and prepare a new facility for the organization. • Establish an action plan for reconstitution and notify the Continuity Coordinator of the plan.
Key Personnel	• Have an approved telework agreement, if applicable • Participate in continuity training and exercises as directed • Be aware of their role and capable of performing their responsibilities in the event of plan activation.

Position	Responsibility
	Update contact information with the Continuity Coordinator for inclusion in the Continuity Plan as appropriate.
Agency Employees and Contractors	- Know and understand their roles in a continuity environment. - Understand the communication protocols to be used during a continuity event.

The Continuity Coordinator or their designee is responsible for continuity plan maintenance.

Table 10: Continuity Plan Maintenance Schedule

Activity	Tasks	Frequency
Revise contact information for executive leadership and key personnel	Confirm and update executive leadership and key personnel information	Semiannually
Plan Update	- Review entire plan for accuracy and compliance with the most recent VDEM template as required by Executive Order #41, 2011. - Update plan to reflect organizational changes within the agency or changes to the MEFs or supporting activities performed by the agency, interdependent agencies, or contractors - Incorporate lessons learned and changes in policy and philosophy	Annually (prior to the April 1 st annual submission to VDEM) or when organizational changes occur
Maintain orders of succession and delegations of authority	Identify current incumbents	Semiannually

Activity	Tasks	Frequency
	Update rosters and contact information	
Maintain alternate facility readiness	- Check all systems - Verify accessibility - Cycle supplies and equipment, as necessary	Annually or at the agency's discretion
Verify the existence of an agency essential records program and identify the Program Manager	Verify that essential records program includes provisions for monitoring the volume of materials, updating and/or removing materials, and materials distribution.	Annually or at the agency's discretion

TRAINING AND EXERCISES

To maintain Patrick & Henry Community College's continuity capability, an all-hazard continuity training and exercise program has been established. Major components of this program include training all staff in their continuity responsibilities and conducting periodic exercises to test and validate continuity plans and procedures, systems, and equipment.

Training

Patrick & Henry Community College is dedicated to maintaining a continuity capability and as such has developed the following training schedule:

Table 11: Continuity Plan Training Schedule

Individual or Group to Receive Training	Type of Training	Individual to Provide Training	Training Frequency
New Personnel	Continuity Awareness Briefing (or other means of orientation)	Human Resources and/or Continuity Coordinator	Within 60 days of hire
P&HCC Leadership and Key Personnel (Primary)	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions,	Continuity Coordinator	Annual awareness reminder or when plan changes occur

Individual or Group to Receive Training	Type of Training	Individual to Provide Training	Training Frequency
	and orders of succession)		
Key Personnel (Alternates)	- Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession) - MEF Cross-training	- Continuity Coordinator - Primary Key Personnel	- Annual awareness reminder or when plan changes occur - At the agency's discretion
Pre-delegated Authorities and Successors	- Orders of Succession and Delegation of Authority Awareness - Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	- When delegations or successors change - Annual awareness reminder or when significant plan changes occur
Applicable Contractors	Continuity Plan Training (must minimally include individual Continuity Plan	Continuity Coordinator	Annual awareness reminder or when significant plan changes occur

Individual or Group to Receive Training	Type of Training	Individual to Provide Training	Training Frequency
	duties, mission essential functions, and orders of succession)		
All Agency Personnel	Continuity Plan Training (must minimally include individual Continuity Plan duties, mission essential functions, and orders of succession)	Continuity Coordinator	Annual awareness reminder or when significant plan changes occur

Exercises

Exercises are conducted to validate elements of the Continuity Plan, both individually and collectively. Patrick & Henry Community College is committed to ensuring that realistic exercises are conducted, during which individuals and business units perform the tasks that are expected of them in a real event. Exercises will be conducted annually in accordance with Executive Order #41 (September 3, 2019).

Exercise or Activation Evaluation

Each exercise activity, as well as actual events will be evaluated and an AAR and IP shall be completed. The evaluation will identify systemic weaknesses and suggest corrective actions that will enhance the agency's preparedness. The results will be incorporated into a formal improvement plan. This information will be collected and prepared by the Continuity Coordinator and reviewed and approved by the agency head. Once approved, the Continuity Coordinator will incorporate applicable lessons learned into the plan.

Drills at Patrick & Henry Community College are designed to simulate response by P&HCC personnel, measure the effectiveness of the response and identify potential problems and possible changes to the planning process. AARs have proven to be valuable assets to the development and administration of the school's continuity plan. P&HCC considers lessons learned from the exercises to be essential to the school's efforts to strive for continuous improvement of this plan.

EXERCISE EVALUATIONS

YEAR	TYPE OF DRILL	DATE OF DRILL	AAR AVAILABLE
2011	Tornado Drill	3/15/2011	Yes
2012	Tornado Drill	3/20/2012	Yes
2012	Fire Drill	10/17/2012	Yes
2013	Tornado Drill	3/12/2013	Yes
2013	State Shelter Table Top Exercise	6/28/13	Yes
2013	Active Shooter Table Top Exercise	9/26/13	Yes
2013	Fire Drill	11/06/13	Yes
2014	Tornado Drill	3/11/14	Yes
2015	Fire Drill	1/22/15	Yes
2015	Tornado Drill	3/24/15	Yes
2015	Test Radio/Public Address systems and Call Stations	5/25/15	Yes
2015	Test Radio/Public Address systems and Call Stations	9/7/15	Yes
2015	Active Shooter Training	11/20/15	Yes
2015	Test Radio/Public Address systems and Call Stations	12/29/15	Yes
2016	Tornado Drill	3/22/16	Yes
2016	Test Radio/PA system	7/4/16	Yes
2016	Active Shooter/Lock down Table Top Exercise	7/22/16	Yes
2017	Lock Down Drill	1/18/17	Yes
2018	Test Radio/PA system and P&HCC's new alert system	2/23/18	Yes
2018	P&HCC Campus CERT Emergency Shelter Table Top Exercise	10/3/18	Yes
2019	P&HCC Alternate Emergency Command Post Table Top Exercise	1/30/19	Yes

YEAR	TYPE OF DRILL	DATE OF DRILL	AAR AVAILABLE
2019	CERT Medical Emergency Situation	9/10/19	Yes
2019	Active Shooter/Lock down drill	10/1/19	Yes
2020	COVID-19/Reopening Plan Table Top Exercise	9/14/2020	Yes
2021	Test Radio/PA system and P&HCC's alert system	1/4/2021	Yes
2022	Revisit COVID-19 Plan make changes on the wearing of mask and social distancing	2/25/2022	Yes
2023	Shelter in Place Drill	Tue, 14-Feb-23 09:45	Yes
2023	Fire Drill	Thursday 23-March 23	Yes
2023	Active Shooter Table Top	Tuesday 17- October 23	Yes
2024	Lock down drill	Wednesday 20-March 24	Yes
2024	Fire Drill	Monday 30 – September	Yes
2025	Tornado Drill	3/31/2025	Yes
2025	Lockdown Drill	1/7/2025	Yes
2026	Grief Counseling and training	1/6/2026	Yes

ACRONYMS AND DEFINITIONS

ACRONYMS

- AAR: After Action Report
- BIA: Business Impact Analysis
- BPA: Business Process Analysis
- CEMP: Crisis and Emergency Management Plan
- COOP: Continuity of Operations
- ECO: Emergency Coordination Officer
- EMAC: Emergency Management Assistance Compact
- EMAP: Emergency Management Accreditation Program

- EAP: Emergency Action Plan
- EPC: Emergency Planning Coordinator
- FEMA: Federal Emergency Management Agency
- FOIA: Freedom of Information Act
- HSEEP: Homeland Security Exercise and Evaluation Program
- IP: Improvement Plan
- ITDRP: Information Technology Disaster Recovery Plan
- MEF: Mission Essential Function
- MOU: Memorandum of Understanding
- NTAS: National Terrorism Advisory System
- NWS: National Weather Service
- PBF: Primary Business Function
- RPO: Recovery Point Objective
- RTO: Recovery Time Objective
- SAA: Same As Above
- SVAHS: Secretariat of Veterans' Affairs and Homeland Security

DEFINITIONS

- Activation: When all or a portion of the COOP plan has been put into motion. Activation may be full or partial.
- After Action Report (AAR): A report that summarizes and analyzes performance in both exercises and actual events. The report includes lessons learned, best practices, and an Improvement Plan (IP). The reports for exercises may also evaluate achievement of the selected exercise objectives and demonstration of the overall capabilities being exercised.
- Alternate Facility: A location, other than the normal facility, used to process data and/or conduct mission essential functions (MEFs) in the event of a disaster.
- Application: A software program that runs on a computer.
- Business Impact Analysis (BIA): A method of identifying the effects of failing to perform a function or requirement. A BIA may be a useful tool in helping an agency identify some of its primary business functions.
- Business Process Analysis (BPA): A systematic method of identifying and documenting all of the elements necessary to accomplish each organizational MEF. The BPA ensures that the right people, equipment, capabilities, records, and supplies are identified and available where needed during a disruption so that MEFs can be resumed quickly and performed as required. The BPA is a method of examining, identifying, and mapping the functional processes, workflows, activities, personnel expertise, systems, data,

partnerships, controls, interdependencies, and facilities inherent in the execution of the MEF.

- Cold Site: An alternate site that is reserved for emergency use, but which requires the installation of equipment before it can support operations. Equipment and resources must be installed in such a facility to support the mission essential functions or primary business functions of an organization. Cold sites have many variations depending on their communication facilities, UPS systems, or mobility.
- Continuity Coordinator: The individual that serves as the agency's manager for all continuity activities. The Coordinator has overall responsibility for developing, coordinating and managing all activities required for the agency to perform its mission essential functions during an event that disrupts normal operations. Selecting a Continuity Coordinator is the first step in the continuity planning process.
- Continuity of Operations (Continuity): The effort to ensure an organization can continue its mission essential functions across a wide range of potential events.
- Continuity Plan: A set of documented procedures developed to provide for the continuance of mission essential functions during an emergency.
- Continuity Program: An ongoing, cyclical model of planning, training, evaluating, and implementing corrective action for continuity capabilities.
- Crisis and Emergency Management Plan (CEMP): A plan normally utilized by colleges and universities that uses a systematic approach to respond to and manage emergencies or disasters that threaten the college or university's students, faculty, staff, and visitors. A CEMP does not encompass continuity planning and should be separate and distinct from the college or university's continuity plan. An emergency action plan (EAP) is the non-academic version of the CEMP.
- Delegations of Authority: Identification of statutory or signatory authorities, those individuals holding the authority, and the alternate individuals responsible for assuming that authority should the primary be unavailable.
- Emergency Action Plan (EAP): The plan maintained by an agency or organization for responding to a wide variety of potential hazards. It describes how people and property will be protected, details who is responsible for carrying out specific actions, identifies available personnel, equipment, facilities, supplies, and resources, and outlines how all response actions will be coordinated. An agency or organization's EAP is separate and distinct from its continuity plan.
- Emergency Coordination Officer (ECO): The individual that serves as the communications liaison between the Secretariat of Veterans Affairs and Homeland Security (SVAHS), VDEM and their own agency pursuant to Executive Order #41 (2011).

- Emergency Management Accreditation Program (EMAP): An independent, non-profit organization with a standards-based voluntary assessment and peer review accreditation process for government programs responsible for coordinating prevention, mitigation, preparedness, response, and recovery activities for natural and human-caused disasters. Accreditation is based on compliance with collaboratively developed national standards and is open to all US states, territories, and local governments.
- Emergency Management Assistance Compact (EMAC): Congressionally ratified organization that provides form and structure to interstate mutual aid. During a disaster, it allows a state to request and receive assistance from other member states.
- Emergency Preparedness: The discipline which ensures an organization or community's readiness to respond to an emergency or disaster in a coordinated, timely and effective manner.
- Essential Records: Records, files, documents or databases, which, if damaged or destroyed, would cause considerable inconvenience and/or require replacement or re-creation at considerable expense. For legal, regulatory, or operational reasons these records cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business.
- Equipment: Set of physical resources that provide support or provide improved capability of performing a function. Equipment can include mobile assets such as radios and other communication resources, or they can be fixed assets such as generators or voice over internet protocol (VOIP) phones.
- Facility: A location containing the equipment, supplies, and voice and data communication lines to conduct transactions required to conduct business under normal conditions.
- Faculty: The teaching and administrative staff and those members of the administration having academic rank in an educational institution.
- Federal Emergency Management Agency (FEMA): The federal agency tasked with supporting citizens and first responders to ensure that as a nation, the United States works together to build, sustain, and improve its capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.
- Freedom of Information Act (FOIA): A federal law, passed in 1966, which allows for the full or partial disclosure of previously unreleased information and documents under the control of government agencies.
- Homeland Security Exercise and Evaluation Program (HSEEP): A threat and performance-based exercise program developed by DHS that provides doctrine and policy for planning, conducting, and evaluating exercises. It was developed to enhance and assess

terrorism prevention, response, and recovery capabilities at the federal, state, and local levels.

- Hot Site: An alternate facility that already has in place the computer, telecommunications, and environmental infrastructure to recover the mission essential functions disrupted by an emergency or disaster.
- Hot Wash: A post-event meeting where executive leadership and key personnel discuss best practices of and potential improvements to the agency's overall preparedness.
- Implementation Procedure Checklist: A list of the immediate actions to take once the continuity plan is implemented.
- Improvement Plan (IP): A list of action steps and resources required to correct a deficiency identified in an After Action Report, including the individual responsible for the actions and an estimated timeline for completion.
- Information Technology Disaster Recovery Plan (ITDRP): A set of documented procedures that identify the steps to restore organizations' IT systems and resources that support its primary business functions.
- Key Personnel: Personnel designated by their division as critical to the resumption of mission essential functions.
- Memorandum of Understanding (MOU): A document that expresses mutual accord between two parties. To be legally operative, a memorandum of understanding must identify the contracting parties, spell out the subject matter of the agreement and its objectives, summarize the essential terms of the agreement, and be signed by the contracting parties.
- Mission Essential Functions (MEFs): The limited set of department and agency level government functions that must be continued throughout or resumed rapidly after a disruption of normal activities.
- National Terrorism Advisory System (NTAS): The system that replaces the color-coded Homeland Security Advisory System and provides timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. NTAS Alerts will only be issued when credible information is available. Visit the [NTAS Guide \(https://www.dhs.gov/xlibrary/assets/ntas/ntas-public-guide.pdf\)](https://www.dhs.gov/xlibrary/assets/ntas/ntas-public-guide.pdf) for more information about NTAS.
- National Weather Service (NWS): A division of the National Oceanic and Atmospheric Administration (NOAA) that provides weather, hydrologic, and climate forecasts and warnings for the United States, its territories, and its adjacent waters and ocean areas, for the protection of life and property and the enhancement of the national economy.

- Orders of Succession: A list that specifies by position who will automatically fill a position once it is vacated. Order of succession should be performed for positions of both executive leadership and key personnel.
- Primary Business Function (PBF): Specific supporting activities that an organization must conduct in order to perform its mission essential functions. Primary business functions are typically enablers that make it possible for an organization to perform its mission.
- Promulgation: The process that officially announces/declares a plan and gives organizations both the authority and responsibility to perform their tasks.
- Reconstitution: The process by which agency personnel resume normal business operations in a rehabilitated or new facility.
- Reconstitution Manager: The individual responsible for all reconstitution activities. During an event, the Reconstitution Manager develops a plan and schedule for resuming normal operations and supervises the return of key personnel, essential records, and/or equipment.
- Record Retention: Storage of historical documentation for a set period of time usually mandated by state or federal law or by the Internal Revenue Service.
- Recovery: Recovery, in this document, includes all types of emergency actions dedicated to the resumption of mission essential functions and operational stability.
- Recovery Point Objective (RPO): The period of time between backups of essential electronic records in which data could be lost.
- Recovery Time Objective (RTO): The period of time in which systems, applications or mission essential functions must be recovered after a disruption of normal operations.
- Risk: An ongoing or impending concern that has a significant probability of adversely affecting business continuity.
- Risk Assessment/Analysis: A process or methodology for evaluating risk by determining the probability and frequency of a hazard occurring, the level of exposure of people and property to the hazard, and the effects or costs, both direct and indirect, of mitigating or accepting this exposure.
- Risk Management: The discipline which ensures that an organization does not assume an unacceptable level of risk.
- Same As Above (SAA): The information that belongs in this section is the same as appeared in the previous section.
- Secretariat of Veterans' Affairs and Homeland Security (SVAHS): The Commonwealth of Virginia's cabinet-level office that serves the Commonwealth's veterans, military, and military families, and oversees the Commonwealth's Homeland Security and all-hazards preparedness efforts.

- **Systems:** An organization of hardware and software that shares one or more of the following: storage, processing capabilities, application/functional software, and data. A system should function together as a unit, and there could theoretically be systems of systems.
- **Vulnerability:** The susceptibility of an agency or organization to a hazard. The degree of vulnerability to a hazard depends upon its risk and consequences.
- **Warm Site:** An alternate facility that is only partially equipped.

AUTHORITIES

- Federal Emergency Management School (FEMA) Federal Preparedness Circular (FPC) No. 65-Federal Executive Branch Continuity of Operations (Continuity Plan).
- National Security Presidential Directive (NSPD) 51/Homeland Security Presidential Directive (HSPD) 20, May 2007.
- The Robert T. Stafford disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
- Commonwealth of Virginia, Office of the Governor.
 1. Executive Order 41 (2011) – Establishing Preparedness Initiatives in State Government, 2007.
 2. Code of Virginia §44-146.18
 3. Virginia Information Security Standard (SEC 501-06)
 4. Executive Order 69 – Virginia’s Secure Commonwealth Initiative, 2004.

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- Virginia Department of Emergency Management Continuity Plan Template, September 2014, Version 5.0
- Commonwealth of Virginia Emergency Operations Plan, Updated March 2015
- Emergency Management Accreditation Program (EMAP) Standards, 2014
- FEMA’s Continuity Guidance Circular 1 (CGC 1), January 21, 2009
- FEMA’s Continuity Guidance Circular 2 (CGC 2), October 2013
- Homeland Security Exercise Evaluation Program (HSEEP) guidelines found in the [FEMA Homeland Security Exercise and Evaluation Program \(https://www.fema.gov/emergency-managers/national-preparedness/exercises/hseep\)](https://www.fema.gov/emergency-managers/national-preparedness/exercises/hseep)
- U. S. Department of Homeland Security Continuity of Operations Plan Template, January 2014
- West Piedmont Multi-Jurisdictional Hazard Mitigation Plan
- Henry County – City Of Martinsville Emergency Operation Plan

- P&HCC Emergency Operation Plan
- Information Technology Contingency Plan revised 12/05/14

APPENDIX A – KEY PERSONNEL RAPID RECALL LIST

This rapid recall list includes contact information for key personnel tasked with responsibilities during a disruption to agency operations or services. Agency staff not included on this list should follow instructions provided by Patrick & Henry Community College during an activation of the Continuity Plan. P&HCC at this time does not have a telework system in place.

Table A-1: Key Personnel Rapid Recall List

Employee Name	Title/Division	Email Address	Work Telephone Number	Cellular or Pager Number	Home Telephone Number	Mission Essential Function (MEF)
Greg Hodges	President	ghodges@patrickhenry.edu	276-656-0201	276-340-5040	N/A	Protect the life and safety of students, employees, faculty, staff, and visitors while on campus
Chris Wikstrom	Vice President of Instruction & Student Services	cwikstrom@patrickhenry.edu	276-656-0315	540-392-7547	N/A	SAA
Jack Hanbury	Vice President for Financial & Admin. Services	jhanbury@patrickhenry.edu	276-656-0205	276-224-2561	N/A	SAA
Tiffani Underwood	Associate Vice President of Institutional Advancement/P &HCC	tunderwood@patrickhenry.edu	276-656-0281	276-732-9740	N/A	SAA

Employee Name	Title/Division	Email Address	Work Telephone Number	Cellular or Pager Number	Home Telephone Number	Mission Essential Function (MEF)
	Foundation Executive Director					
Colin Ferguson	Assistant Vice President of Workforce & Technical Programs	cferguson@patrickhenry.edu	276-656-0349	276-732-4778	N/A	SAA
Monica Hatchett	Director of Public Relations & Marketing	mhatchett@patrickhenry.edu	276-656-0259	276-252-9792	N/A	SAA
Brandon Johnson	Director of Athletics & Student Engagement	bjohnson@patrickhenry.edu	276-656-0313	276-340-8250	N/A	SAA
Meghan Eggleston	Dean of Student Services	meggleston@patrickhenry.edu	276-656-0309	276-734-9248	N/A	SAA
Lindsey Bishop	Interim Coordinator of Advising	lbishop@patrickhenry.edu	276-656-0302	276-806-8316	N/A	SAA
Eric Arrington	Director of Information Technology	earrington@patrickhenry.edu	276-656-0280	276-734-4139	N/A	SAA
Sharon Claggett	Business Office Manager	sclaggett@patrickhenry.edu	276-656-0272	276-732-7797	276-638-7023	Protect the life and safety of students, employees, faculty, staff, and visitors while on campus

Employee Name	Title/Division	Email Address	Work Telephone Number	Cellular or Pager Number	Home Telephone Number	Mission Essential Function (MEF)
Lori Conner	Purchasing Manager	lconner@patrickhenry.edu	276-656-0286	276-224-0689	276-650-2777	SAA
Jennifer Bowles	Director Human Resources	jbowles@patrickhenry.edu	276-656-0214	276-224-7738		SAA
Roberta Wright	Facilities Director	rwright@patrickhenry.edu	276-656-0239	276-340-1444	276-292-2295	SAA
Gary Dove	Police Chief/Emergency Planning Officer	gdove@patrickhenry.edu	276-656-5494	276-806-9840	276-632-8519	SAA
Barry McDaniel	Building & Grounds Lead	maintenance@patrickhenry.edu	276-656-0246	276-358-2010		SAA

Appendix B – Alternate Facilities

Patrick & Henry Community College has designated alternate facilities as part of its continuity planning and has prepared key personnel for the possibility of unannounced relocation to the site(s) to continue the performance of MEFs.

Table B-1: Alternate Facility Locations

Alternate Facility Number	Alternate Facility Name	Address	Date MOU/MOA was executed	Capacity	Equipment/Systems Already on-site	Directions
1	Dalton Idea Center	20 Fayette St. Martinsville, VA	N/A		PC's, Phones, Internet capabilities, classrooms, and office spaces	From current facility, turn right onto Kings Mountain Rd N 3.0 mi, turn right onto Virginia Ave N. 1.4 mi, merge onto US-220 S

Alternate Facility Number	Alternate Facility Name	Address	Date MOU/MOA was executed	Capacity	Equipment/Systems Already on-site	Directions
						toward Fieldale/Greensboro 7.7 mi, take the US-58 ramp toward Martinsville/Stuart 0.2 mi, turn right onto A L Philpott Hwy/US-58 W. 22.7 mi, take the ramp toward VA-1025/Stuart 0.3 mi, turn left onto Business Park Rd. 0.3 mi, Business Park Rd becomes Johnson St/VA-743 0.1 mi, 214 JOHNSON ST is on the left.
2	MET Complex 107314 sq. footage	Motorsports Drive Martinsville, VA 24112	N/A		PC's, Phones, Internet capabilities, classrooms, and office spaces	From current facility, turn left onto Kings Mountain Rd. continue to follow Kings Mountain Rd S. turn left at first stop light on to Beaver Creek Rd. go ¼ mile turn right on Motorsports Drive, follow the signs to the MET Complex.

Alternate Facility Number	Alternate Facility Name	Address	Date MOU/MOA was executed	Capacity	Equipment/Systems Already on-site	Directions
3	Patrick County Site	DeHart Park Stuart, VA	N/A		PC's, Phones, Internet capabilities, classrooms, and office spaces	From current facility, turn right onto Kings Mountain Rd N 3.0 mi, turn right onto Virginia Ave N. 1.4 mi, merge onto US-220 S toward Fieldale/Greensboro 7.7 mi, take the US-58 ramp toward Martinsville/Stuart 0.2 mi, turn right onto A L Philpott Hwy/US-58 W. 22.7 mi, take the ramp toward VA-1025/Stuart 0.3 mi, turn left onto Business Park Rd. 0.3 mi, Business Park Rd becomes Johnson St/VA-743 0.1 mi, 214 JOHNSON ST is on the left.

Note: P&HCC is a comprehensive community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community engagement, and lifelong learning.

Alternate Facility MOUs

The alternate facilities named are off site locations of Patrick & Henry Community College and as such there is no need to have an MOU for alternate facility locations at this time.

APPENDIX C – ESSENTIAL RECORDS, SYSTEMS, APPLICATIONS, AND EQUIPMENT

Patrick & Henry Community College realizes that essential records, systems, and equipment are critical to the agency's ability to perform MEFs. Therefore, the agency has taken safeguards to protect these essential records, systems, and equipment and to ensure their availability in a continuity environment.

This Continuity Plan works to safeguard electronic essential records in combination with the Patrick & Henry Community College Information Technology Disaster Recovery Plan (ITDRP). The following essential records, systems, and equipment have been identified as directly supporting the performance of Patrick & Henry Community College MEFs.

Table C-1: Essential Records, Systems, Applications, and Equipment

Mission Essential Function (MEF)	Recovery Time Objective (RTO)	Essential Record and Type	System(s) or Equipment	Networks or Servers that must be Operational to Support the System(s) or Equipment
P&HCC is a comprehensive Community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community	2 days	IP Telephony	Campus infrastructure, voice router	VCCS WAN

Mission Essential Function (MEF)	Recovery Time Objective (RTO)	Essential Record and Type	System(s) or Equipment	Networks or Servers that must be Operational to Support the System(s) or Equipment
engagement, and lifelong learning.				
SAA	2 days	PeopleSoft SIS	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	Business Office Systems – AR, AP, Billing, Cashier, Refunds	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	Canvas	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	AIS	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	CIPPS	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	FAIS	VCCS supported	VCCS supported
SAA	2 days	Payroll accounts database	VCCS supported	VCCS supported
SAA	2 days	Human Resources – HRMS	VCCS supported	Core campus infrastructure, VCCS WAN
SAA	2 days	Cisco Network Infrastructure	Cisco routers and switches	N/A
SAA	2 days	Network Servers	Dell Servers	Dell Servers
SAA	2 days	MINET network connection to MET Complex and IDEA Center	Fiber optic network	N/A
SAA	2 days	MINET Network connection to Patrick County site	Fiber optic network	N/A

Mission Essential Function (MEF)	Recovery Time Objective (RTO)	Essential Record and Type	System(s) or Equipment	Networks or Servers that must be Operational to Support the System(s) or Equipment
SAA	2 days	P&HCC Website	Windows Server	Core campus
SAA	2 days	Desktop computer support	Dell Optiplex desktop PC	N/A
SAA	2 days	eVA	VITA supported	Core campus infrastructure, VCCS WAN
SAA	2 days	TAC Energy Management System	TAC support equipment	Core campus infrastructure, VCCS WAN
SAA	2 days	Financial Aid Records system (SIS)	VCCS Supported	VCCS Supported
SAA	2 days	Humanitru Quickbooks	Dell Optiplex PC	Core campus infrastructure, VCCS WAN
SAA	2 days	ALEPH – Library system VIVA databases Smarthinking - tutor	N/A	Core campus infrastructure, VCCS WAN

Table C-2: Essential Records, Systems, and Equipment Protection

Essential Record, System, or Equipment	Storage Location	Recovery Point Objective (Maintenance Frequency of Electronic Records)	Current Protection Methods	Vendors	Vendor Contact Information
IP Telephony	West Server Room	Redundant equipment and Cisco 24	Hardware/SW protection	CISCO Intervision	Ginger Sibold, Email: gsibold@sycomtech.com, Phone: (540) 793-1828

Essential Record, System, or Equipment	Storage Location	Recovery Point Objective (Maintenance Frequency of Electronic Records)	Current Protection Methods	Vendors	Vendor Contact Information
		hour Smartnet coverage			
PeopleSoft SIS	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team, Phone: (804) 423-6757
Business Office Systems – AR, AP, Billing, Cashier, Refunds	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team
Canvas	VCCS	VCCS support	VCCS support	VCCS	Phone: (804) 423-6757
AIS	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team
CARS	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team
RADS	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team
Payroll accounts database	VCCS	VCCS support	VCCS support	VCCS	Phone: (804) 423-6757
Human Resources – CIPPS PMIS, HCM	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team, Phone: (804) 423-6757
Cisco Network Infrastructure	West Server Room	Redundant equipment and Cisco 24 hour Smartnet	Hardware/SW protection	Cisco Support	Gordie Zeigler, Email: Gzeigler2@intervision.com, Phone: (540) 793-1828

Essential Record, System, or Equipment	Storage Location	Recovery Point Objective (Maintenance Frequency of Electronic Records)	Current Protection Methods	Vendors	Vendor Contact Information
		coverage			
Network Server Support	P&HCC IT	Dell 24-hour maintenance contract	Hardware/SW protection	Dell Support	Bo Biddle, Phone: 1-800-456-3355, 6179427
MINET network connection to Uptown	City of Martinsville	City of Martinsville support	City of Martinsville support	Martinsville Telecom	MINET Support, Phone: 276-632-7500
P&HCC Website	P&HCC Server in VCCS IaaS environment	P&HCC IT support	Backups	IT support	Eric Arrington, Phone: 276-656-0280
Desktop computer support	P&HCC IT	Dell 24-hour maintenance contract	Hardware/SW protection	Dell Desktop Computer Support	Dell Desktop Computer Support, Phone: (800) 234-1490
eVA Purchasing system	VITA	VITA support	VITA support	VITA	VITA Help Desk, Phone: (800) 533-1659
TAC Energy Management System	P&HCC data closets	TAC support	TAC support		
Financial Aid Records System	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team, (804) 423-6757
Institutional Advancement	P&HCC server in VCCS IaaS environment	P&HCC IT support Backups	Backups	IT support	Eric Arrington, Phone: 276-656-0280
Learning Resources Systems	VCCS	VCCS support	VCCS support	VCCS	IT Technical Support Team, Phone: (804) 423-6757

APPENDIX D – BUSINESS PROCESS ANALYSIS

The Business Process Analysis (BPA) is a systematic method of identifying and documenting all of the elements necessary to accomplish each school MEF. BPA's have also been performed on primary business functions that directly support MEF performance. The following BPAs represent the Patrick & Henry Community College processes for performing P&HCC's MEF – education, defined as providing academic, technical, and vocation education to area residents and support the 4 Primary Business Functions listed below. The essential records, systems, applications, and equipment identified in Appendix C directly support the ability to perform processes and functions identified in this section. Therefore, protection methods identified in Appendix C also apply to the process and functions described herein.

- Provide Student services to support education priority
- Engage in and implement business processes to meet business requirements of the school
- Provide and maintain facilities and support services to support the education priority
- Provide technology to support student safety, teach students and meet the requirements of VCCS and support the education priority

Table D-1: Mission Essential Function – Business Process Analysis

Patrick & Henry Community College Education MEF – Business Process Analysis April 2026
MEF Statement: P&HCC is a comprehensive community college committed to enriching the quality of life in its service region through academic excellence, student success, workforce development, community engagement, and lifelong learning.
MEF Narrative: Patrick & Henry Community College will be the college of choice for exemplary educational programs and services in the region it serves.
MEF Output: Patrick & Henry Community College will provide educational programs, have an excellent faculty and staff, offer academic and student services, provide an effective learning environment, offer comprehensive outreach programs, foster effective community partnerships, and obtain and use resources to achieve its mission and goals.
MEF Input: Patrick & Henry Community College will develop sources of students, conduct assessments of community needs, develop community partnerships, and take steps to evaluate and identify consumer and community needs (needs of students, business community, and government).
Leadership: Executives and senior leaders will provide the effective leadership required to accomplish its mission essential function.
Staff: Patrick & Henry Community College will employ and utilize full-time and part-time employees, adjuncts as necessary and develop vendors necessary to perform the schools' mission essential functions.

Patrick & Henry Community College Education MEF – Business Process Analysis April 2026
Communications and IT Requirements: Patrick & Henry Community College will develop and maintain internet access, local area networks, telephone and IT services, Networks, LANS, voice and data communications.
Resources and Budgeting: Patrick & Henry Community College will utilize a number of financial resources, including but not limited to the Virginia General Assembly, student tuition, resources provided by the VCCS, and grants from a variety of sources.
Partners and Interdependencies Partners will include suppliers and vendors, local and area school systems, designated 4-year colleges and universities, VCCS, local and state governments
Has a Manual Workaround been identified for this function? Yes. The workaround is kept in the offices of the Vice President of Academic and Student Development and the Coordinator of Admissions and Records.

Table D-2: Recruit and Support Students – Business Process Analysis

Patrick & Henry Community College Recruit and Support Students – Business Process Analysis April 2026
Primary Business Function Statement: Patrick & Henry Community College will recruit, provide services and support the student population we serve in order to support the education priority
Primary Business Function Narrative: Patrick & Henry Community College will engage in activities and processes that ensure the school is able to meet its education priority for area residents.
Primary Business Function Output Patrick & Henry Community College enables students to prepare for further educational opportunities and to pursue employment through vocational and technical education and supports the community by assessing and addressing community needs for education and training. Patrick & Henry Community College will develop and teach educational programs, provide quality instruction by obtaining and retaining quality faculty and staff, provide counseling services and advisory services, provide financial aid and scholarships, provide access to text and reference materials and provide an academic administrative infrastructure to support the schools mission.
Primary Business Function Input Records, assessments, financial data, instructional materials, learning resources, instructors, administrators and support staff, and technology.
Leadership: President, Vice Presidents, Deans and Senior Administrators (see attached Org Chart)
Staff: The school will hire and retain quality academic instructional personnel, counselors, LRC staff, administrative, and financial aid and student services personnel, to serve the student population.

Patrick & Henry Community College Recruit and Support Students – Business Process Analysis April 2026
Communications and IT Requirements: Patrick & Henry Community College utilizes facilities provided by VCCS such as AIS, SIS, Blackboard, email and P&HCC ALERT, local networks and other systems to assure safety of students and accomplishment of the education priority.
Facilities: Patrick & Henry Community College provides classrooms, labs, a library, offices for staff and faculty, sports activities and other facilities to meet the educational priority. All buildings are dedicated to supporting the education priority.
Resources and Budgeting: Patrick & Henry Community College utilizes a number of financial resources, including but not limited to the Virginia General Assembly, student tuition, resources provided by the VCCS, and grants from a variety of sources. Patrick & Henry Community College has budgets established for most of the business processes related to this PBF.
Partners and Interdependencies: Partners will include suppliers and vendors, local and area school systems, designated 4-year colleges and universities, VCCS, local and state governments.
Has a Manual Workaround been identified for this function? Yes. The workaround is kept in the offices of the Vice President of Academic and the Dean of Technology.
Process Details: Elements included in this PBF include teaching students, finding and enrolling qualified students, providing counseling and advisory services, identifying and publicizing sources of financial aid and scholarships, providing library and other academic support and tutoring, and maintaining an academic administration that supports the educational priority.

Table D-2: Primary Business Functions – Business Process Analysis

Patrick & Henry Community College Business Functions – Business Process Analysis April 2026
Primary Business Function Statement: Provide appropriate business functions that supports the education priority.
Primary Business Function Narrative: Patrick & Henry Community College will provide services essential to accomplishing the education priority. These essential services include a financial and human resource infrastructure that enables the school to engage in the required business and financial activities that support the education priority.
Primary Business Function Output: Patrick & Henry Community College maintains business processes that support the financial and employment requirements of a large institution of higher education, such as paying employees, processing invoices, collecting payments from students & 3 rd parties, obtaining materials and supplies, conducting the business of the college.
Primary Business Function Input: Maintain records, provide access to technology (email, telephones, teaching aides), and provide access to hosted services.
Leadership: Vice President of Financial and Administrative Services, Senior leaders, such as Deans & business executives, Building & Grounds Supervisor

Patrick & Henry Community College Business Functions – Business Process Analysis April 2026
Staff: Qualified staff is employed to operate these functions on a day-to-day basis.
Communications and IT Requirements: Patrick & Henry Community College uses systems provided by VCCS to support these business functions, including but not limited to SIS, AIS, VCCS, and the state of Virginia.
Facilities: Patrick & Henry Community College provides offices and/or workstations for staff, hardware, and software and other facilities for engaging in these support activities necessary to meet the educational priority.
Resources and Budgeting: Patrick & Henry Community College utilizes a number of financial resources, including but not limited to the Virginia General Assembly, student tuition, resources provided by the VCCS, and grants from a variety of sources.
Partners and Interdependencies: Partners will include VCCS, DOA, CAPP Manual and suppliers, vendors, local and area school systems, designated 4-year colleges and universities, local and state governments.
Has a Manual Workaround been identified for this function? Yes. The workaround is located in the Business Manager's office.
Process Details: Business processes included in this PBF include accounts payable and receivable, human resources, payroll, purchasing and business administration functions.

Table D-2: Facilities and Support – Business Process Analysis

Patrick & Henry Community College Facilities and Support – Business Process Analysis April 2026
Primary Business Function Statement: Provide facilities & support to support education priority.
Primary Business Function Narrative: Patrick & Henry Community College will provide students businesses and maintain them by providing essential systems & services to support the education priority.
Primary Business Function Output: Patrick & Henry Community College will provide buildings, systems, receiving and distribution of supplies, janitorial and security services, maintenance and other services to support the academic, vocational and technical education MEF.
Primary Business Function Input: Patrick & Henry Community College will provide support services and facilities essential to support the education MEF, including providing classrooms and buildings for education to take place, maintaining buildings and facilities, maintain a safe and secure campus where students and other stakeholders do not fear their personal safety or security, handle materials following purchase furnish tools and equipment, vehicles and support systems to meet our education MEF.
Leadership: Patrick & Henry Community College has designated staff to perform various tasks associated with building maintenance and support. Vice President of Financial and Administrative Services and Facilities Management.
Staff: Patrick & Henry Community College hires and retains maintenance personnel to identify

Patrick & Henry Community College Facilities and Support – Business Process Analysis April 2026
and correct building problems so that buildings support the education priority, including maintenance and administrative personnel to manage the business of facilities and support.
Communications and IT Requirements: Patrick & Henry Community College uses systems provided by VCCS to support these business functions, including but not limited to networks, IT systems, internet, telephones, email, eVA, proprietary and HVAC systems and access to hosted services provided by agencies of the state of Virginia. Most vendors and providers of essential services have proprietary systems that enable college officials to maintain buildings and other physical facilities. Buildings and facilities are equipped with networks and other electronic tools that support the mission of the school.
Facilities: Patrick & Henry Community College provides classrooms, labs, and other facilities designed to support the education MEF.
Resources and Budgeting: Patrick & Henry Community College maintains appropriate accounting and control of any business functions and budgets. These expenses are monitored and accounted for and utilize external resources to provide essential services such as utilities and vendors.
Partners and Interdependencies: Partners will include suppliers and vendors, VCCS, local and state governments, AEP, elevator specialists, and other contractors as needed.
Has a Manual Workaround been identified for this function? Yes. The workaround is kept in Budget and Facilities Manager's office.
Process Details: Processes included in this PBF include building maintenance and repair, maintenance of support systems and critical services, providing a safe and secure campus for students and other stakeholders, receiving and distributing goods and services provided to the school, and physical support of buildings and facilities.

Table D-2: IT – Business Process Analysis

Patrick & Henry Community College IT – Business Process Analysis April 2026
Primary Business Function Statement: Provide IT Services to support the education priority
Primary Business Function Narrative: In order to support the education priority, Patrick & Henry Community College provides advanced technology that enables teachers, instructors and other staff to use the latest instructional techniques and strategies and/or manage the business of the college.
Primary Business Function Output: IT provides Patrick & Henry Community College students, faculty and employees the electronic tools to create and maintain business and student records, communicate effectively with each other, and develop up to date teaching programs, including data, communications, equipment, software, support and training.
Primary Business Function Input: IT must have the ability to review and recommend equipment, networks and electronic services to stakeholders, monitor electronic business

Patrick & Henry Community College IT – Business Process Analysis April 2026
processes, deliver instruction to students and otherwise supports the education priority, such as access to VCCS, WAN, LAN, telephones, network infrastructure, equipment, hosted applications, local applications and administrative applications.
Leadership: Dean of Technology
Staff: IT Specialists
Communications and IT Requirements: Web access, Active Directory, WAN & LAN, Cisco Systems, switches, routers, telephones, computers & various servers.
Facilities: Includes primary & secondary locations, offices, com rooms, fiber optic cable & WAN & LAN
Resources and Budgeting: Internet access, technical support, service contracts
Has a Manual Workaround been identified for this function? Yes. The workaround is kept in the Dean of Technology's office.
Process Details: Business processes included in this PBF include Patrick & Henry Community College networks, telecommunications systems, ISO security, safety systems for communicating with stakeholders, hardware, and software. IT is responsible for providing basic IT services, ensuring that everything works, support systems, and supporting technology resources for employees to do their jobs (software, systems, administration, and academic) to support the education MEF.

Table D-3: Primary Business Function

Supporting activities in order to perform its mission essential functions.

PBF	Business Process	Records	Systems	Comments
Business Functions	Accounts Payable	SIS, AIS	SIS, AIS	Manual workaround in Business Manages office
Business Functions	Accounts Receivable	SIS, AIS	SIS, AIS	SAA
Business Functions	Human Resources	SIS, AIS, VCCS, VA	SIS, AIS, VCCS, VA	SAA
Business Functions	Payroll	SIS, AIS & State	SIS, AIS & State	SAA
Business Functions	Purchasing	AIS, eVA	AIS, eVA	SAA
Business Functions	Business Administration	AIS, SIS	AIS, SIS	SAA
Facilities & Support	Maintenance	AIS, Paper	AIS, Paper	Manual workaround in

PBF	Business Process	Records	Systems	Comments
				Budget and Facilities
Facilities & Support	Support systems (HVAC, Water, Sewer, Electrical)	Proprietary System	Proprietary System	SAA
Facilities & Support	Safety, Security, CERT	Proprietary System	Proprietary System	SAA
Facilities & Support	Receiving Physical Support	AIS Email, Work Orders	AIS Email, Work Orders	SAA
Facilities & Support	Inventory Support	State VA	State VA	SAA
Facilities & Support	Mail	N/A	N/A	SAA
IT	Telephones	Cisco Callmanager	Cisco Callmanager	Manual workaround is in the Dean of Technology's office
IT	Security (ISO)	Nitro Security	Nitro Security	SAA
IT	Safety (Electronic—Flat screens, cameras, speakers, alerts)	Onssi Net DVMS Symantec Backup Exec Barracuda Web filter McAfee Webshield	Onssi Net DVMS Symantec Backup Exec Barracuda filter McAfee Webshield	SAA
IT	Hardware	Dell Kace; Cisco Systems	Dell Kace; Cisco Systems	SAA
IT	Software	Dell Kace; Microsoft	Dell Kace; Microsoft	SAA
College Support	Communications – internal/external	Written Documentation	Multi-media Email, Web	Manual workaround in Vice President of Academic and Student Development and the Dean of Student Services
College Support	Community Relations	Server, Written Documentation	Multi-media Email, Web	SAA

PBF	Business Process	Records	Systems	Comments
College Support	Fund Raising	Raisers Edge, QuickBooks	Raisers Edge, QuickBooks	SAA
	Institutional Research	SIS	SIS	SAA
Students	Teach	SIS	SIS	Manual workaround in Vice President of Academic and Student Development and the Dean of Student Services
Students	Intake Students	SIS	SIS	SAA
Students	Counsel & Advise	SIS	SIS	SAA
Students	Financial Aid/Scholarships	SIS	SIS	SAA
Students	Academic Support/Books LRC/Tutoring	SIS	SIS	SAA
Students	Academic Administration	SIS	SIS	SAA

PATRICK & HENRY COMMUNITY COLLEGE INFECTIOUS DISEASE ANNEX

April 1, 2022

Patrick & Henry Community College Pandemic Infectious Disease Annex for Continuity of
Operations Planning

INTRODUCTION

The purpose of this annex is to build on Patrick & Henry Community College's Continuity of Operations (COOP) Plan to ensure that the college and its departments and component parts are prepared to respond to and mitigate the effects of a loss of workforce and, more specifically, loss of workforce due to pandemic infectious disease. The focus of COOP planning for pandemic infectious disease is on effective planning and efficient human capital management to ensure continued performance of essential functions and services. This annex might have applications beyond that of pandemic infectious disease for other highly communicable diseases of public health consequence or any other event that results in workforce reductions for extended periods of time.

Patrick & Henry Community College (P&HCC) does not face the same level of crisis that other Colleges and Universities face in planning for Pandemic infectious disease emergencies. Having no residential students the level of emergency response must be altered to fit the circumstances associated with a community college. The purpose of this COOP annex is to address the college's efforts to satisfy its mission and continue normal operations during a pandemic infectious disease outbreak.

ASSUMPTIONS

General Assumptions

- Patrick & Henry Community College has an up-to-date, comprehensive COOP plan that will be maintained and exercised on a regular basis.
- Susceptibility to pandemic infectious disease will be universal, impacting P&HCC employees at the same rate as the general population. This means managers and supervisors might be among those who are absent from work due to illness or family care needs.
- Pre-event planning is critical to ensure a prompt and effective response to a pandemic infectious disease, as its spread will be rapid, reoccurring (in multiple waves), and difficult to stop once it begins.
- Workforce absenteeism might rise as high as 40 percent at the height of a given pandemic wave for periods of about two weeks.
- At the state level, the Commonwealth's Emergency Operations Plan, which is in compliance with the National Response Plan and the National Incident Management System (NIMS), will provide the framework to coordinate response and recovery operations and associated support to address the consequences of a pandemic infectious disease outbreak.

- Additional resources that might be accessed through mutual aid agreements, contracts, and the emergency management system including state and federal resources will not be available for a widespread event.
- Telecommunications connectivity might be limited.
- Individuals that recover from a pandemic infectious disease, with or without treatment, will likely have a significant degree of immunity and can serve in key positions for response.
- To control the spread of disease, measures such as isolation, quarantine, and social distancing, might be implemented which will impact the Commonwealth and its agencies ability to conduct business activities.
- Schools, childcare, and adult day care centers might be closed.

ALTERNATE WORK ARRANGEMENTS

Patrick & Henry Community College intends to support social distancing practices that will mitigate the spread of disease. Accordingly, and in order to continue essential functions in the event of a pandemic influence, employees may be authorized to perform duties at home or off-site, Telework, telecommute, work alternate work schedules and perform consolidated jobs that combine responsibilities at alternate service locations and/or while practicing any of the aforementioned social distancing options.

Telecommuting

Patrick & Henry Community College follows policies and procedures as defined by the Department of Human Resource Management (DHRM) and Virginia Information Technology Agency (VITA).

The DHRM Telecommuting Policy, No. 1.61, is applicable to P&HCC's plans for alternating work arrangements and telecommuting.

Patrick & Henry Community College has not approved any positions for telecommuting at this time but will continue developing its policy so that jobs eligible for the telecommuting policy are identified.

Closure of Service Locations

In the event of significant loss of workforce, similar services that are provided at off-site centers might be consolidated resulting in closure of service locations. When a service location is closed, faculty, staff, and students will be notified of the closure and re-directed to a location that is still open.

The decision to close the college will be determined by the President's staff, based on information from local health officials.

Alternate Work Schedules

Alternate work schedules for staff and faculty will be developed as required. This list may vary depending on the severity of the event circumstances during a pandemic event.

VENDORS

Patrick & Henry Community College has several essential services provided by vendors, other departments, and contractors. Patrick & Henry Community College has taken steps to ensure that these providers of services will be kept apprised of the circumstances and any closures resulting from the event.

HUMAN CAPITAL MANAGEMENT

Patrick & Henry Community College will make every reasonable effort to use available human resources to continue the essential functions of the school as efficiently and effectively as possible. The COOP/Reconstitution Team will evaluate strategies and select the most appropriate option available based on the nature of the pandemic influenza event.

Cross-training

In order to maximize human resources, P&HCC will ensure that its workforce plan addresses staff development and cross-training needs for significant reductions in workforce for extended periods of time. The college will take steps to identify the necessary job skills for performing essential functions and determine which employees have all or some of the skills to meet the criteria. The college will use various means to ensure cross-training, including online awareness training and other training mediums to meet the training needs.

Infection Control and Workforce Protection

Patrick & Henry Community College will implement the following strategies to support social distancing:

- Avoid face-to-face meetings if possible. Meet via phone, internet, or some combination of the two;
- Train employees (using the learning management system, managed online awareness training or other learning medium available to the college) on cough etiquette and proper hand-washing techniques;
- Implement alternate work schedules;
- Implement pre-established telecommuting agreements; and

- Provide sanitation supplies so employees can clean frequently touched surfaces such as phones and computers and be able to appropriately wash hands.

Policies

It is expected that ill employees will stay home and should refer to the Public Health Emergency Leave Policy Number 4.52 effective June 10, 2007 (Amended October 7, 2014).

IMPLEMENTATION

This annex might be activated by the President's staff and implemented in part or in whole at P&HCC by the COOP/Reconstitution Team. The Team will identify and evaluate circumstances and implement accordingly. This plan might be implemented prior to a declaration of Exceptional Circumstances in order to meet college's needs in such cases if large numbers of faculty, staff, and students begin to demonstrate similar health issues.

To mobilize the necessary resources to respond to a pandemic influenza, the Health Commissioner will make a declaration of a Communicable Disease of Public Health Threat in the anticipation of Exceptional Circumstances or in response to a specific incident.

Employees will be notified by telephone, e-mail, text messaging and through media sources.

Pandemic Infectious Disease COOP Annex Checklist

- ☐ Convene P&HCC COOP/Reconstitution Team
- ☐ Review P&HCC COOP plan
- ☐ Review P&HCC's Contagious Diseases Policy located in the Academic Catalog
- ☐ Review Virginia Emergency Operations Plan Pandemic Infectious Disease (Non-Health) Annex
- ☐ Review pandemic infectious disease planning assumptions
- ☐ Develop department specific planning assumptions for pandemic infectious disease
- ☐ Review essential functions
- ☐ Ensure essential functions are prioritized
- ☐ Identify cross-training needs of staff to ensure at least three and preferably five persons can perform essential functions
- ☐ Identify functions that can be performed off-site
- ☐ Establish procedures associated with staff working off-site
- ☐ Identify orders of succession five to six deep for key personnel
- ☐ Determine the order of service location closures (for same services offered at multiple locations)
- ☐ Identify staff who can work alternate work schedules.
- ☐ Establish alternate work schedules (i.e., staggered hours to support social distancing).
- ☐ Identify vendor or department needs and contingency options for services should primary vendor or department not be able to provide service(s)
- ☐ Review human resource management guidance and policies
- ☐ Determine if additional human resource procedures are needed within the department
- ☐ Establish human resource procedures as needed
- ☐ Review infection control measures
- ☐ Establish procedures for mitigating the spread of disease by identifying infection control measures that the department will take

- ☐ Educate staff on how to control the spread of disease
- ☐ Ensure good communication strategy with staff
- ☐ Document the information identified above in the pandemic infectious disease annex
- ☐ Distribute and train staff on department's plan and annex